



FIRST ANNUAL NAVY MILITARY PAY CONFERENCE

ASDOF Disbursing Off Ship Initiative Phase I and II Report

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Disbursing Off Ship (Phase I & II)

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Concept

Transfer shipboard military pay and travel functions to shore-based facilities to reduce workload afloat while providing equal or better disbursing services to the sailor.

Prototype Objective

Determine feasibility of performing pay and travel administration functions at homeport personnel support activities/detachments augmented with Disbursing Clerks from supported ships.



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Cooperative Effort

- ◆ **CNSL, CNSP, CLF, CPF, PSA San Diego, PSA Norfolk, PSD Little Creek, NAVSUP**

Implemented On:

- ◆ **PAC: USS BON HOMME RICHARD
USS BOXER**
- ◆ **LANT: USS TORTUGA, USS CARTER HALL,
USS GUNSTON HALL**

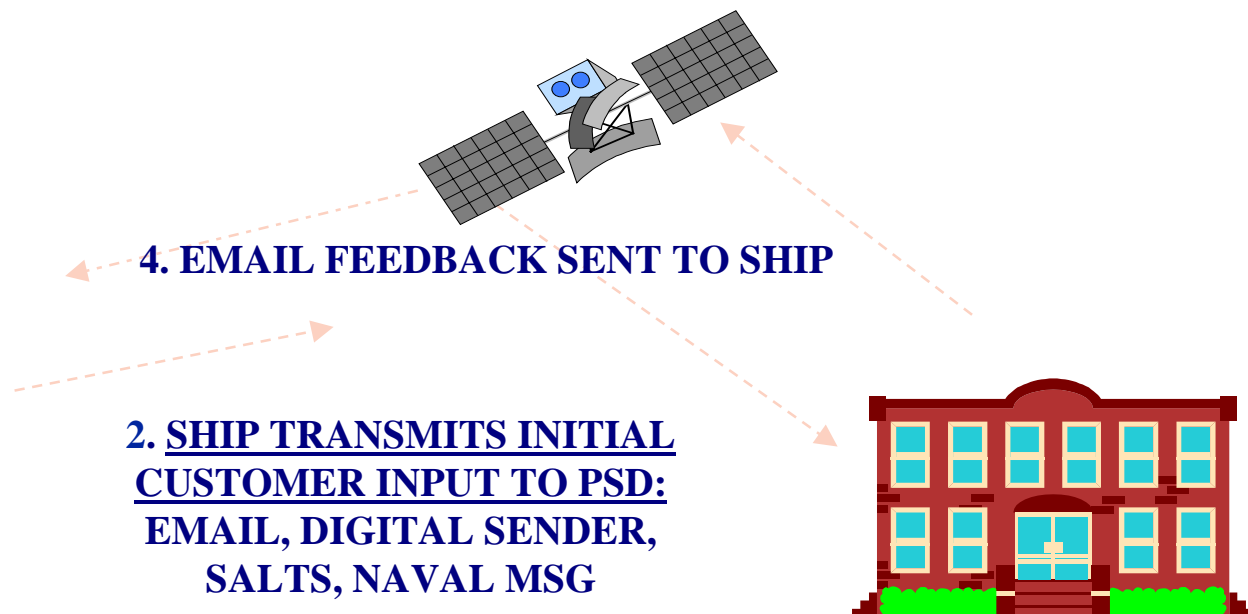
Timeline:

- ◆ **Phase I: Dec 99 Apr 00**
- ◆ **Phase II: May 00 Sep 00**
- ◆ **Phase III: TBD**



Concept of Operations

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1. SHIP INITIATE:

- CUSTOMER SERVICE
- SERVICE RECORD ENTRIES
- PAY ENTITLEMENT
- TRAVEL ADVANCE
- TRAVEL SETTLEMENT

3. PSD DK RECEIVES REQUEST:

- GENERATES ENTITLEMENT
- PROCESSES GAINS/LOSSES
- PROCESSES PAY EVENTS
- MONITORS SHIP MANNING
- ETC.

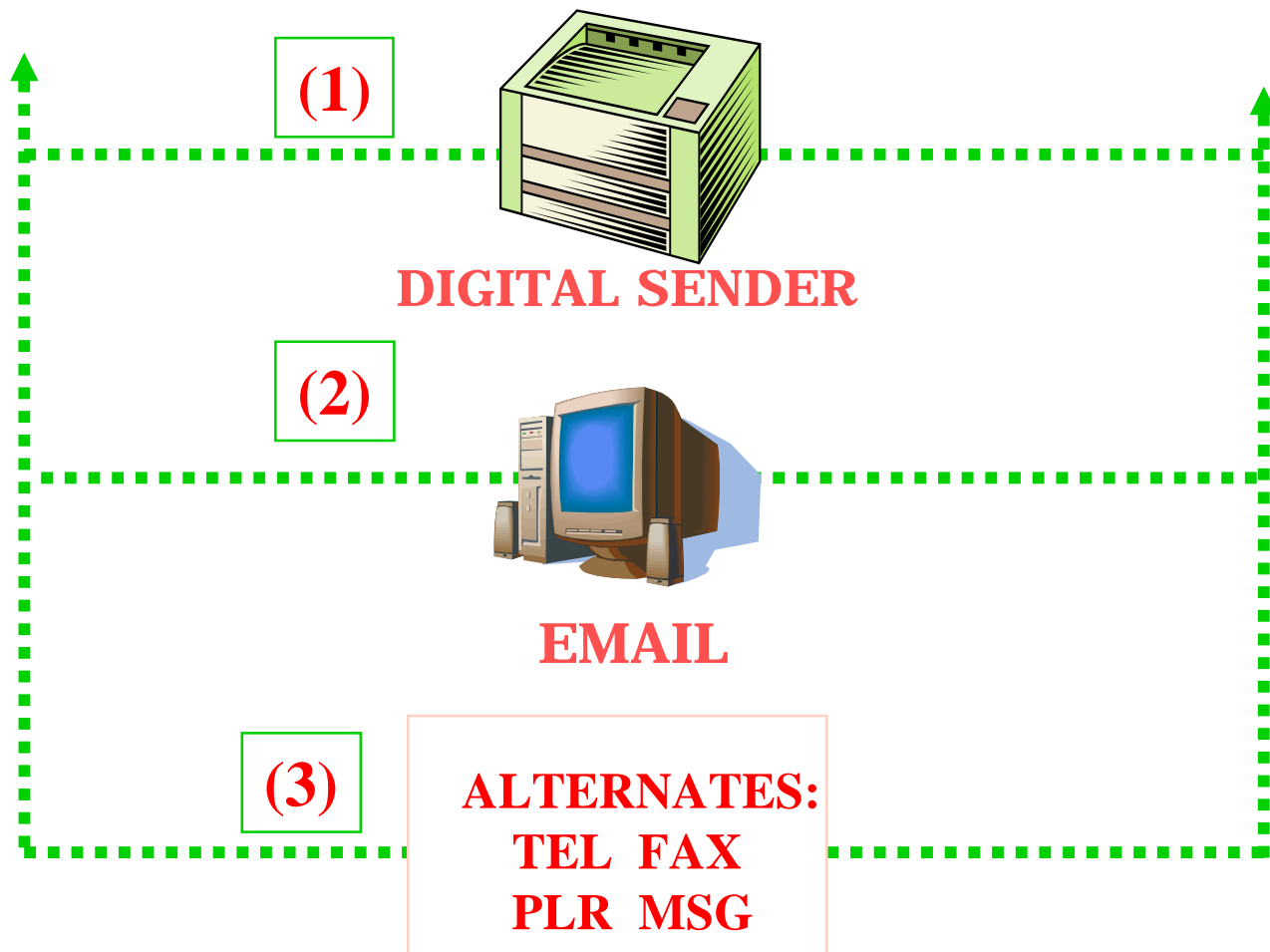


METHOD OF COMMUNICATION

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SHIP

DOS





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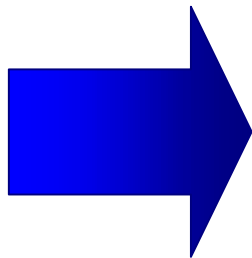
EXECUTION

Phase I

***BHR: 3 DKs PSA
TOR: 1 DK PSD***

Phase II

***BHR: 3 DKs PSA
BOX: 3 DKs PSA
TOR: 0 DK PSD
GUN: 1 DK PSD
CAH: 1 DK PSD***



DATA COLLECTION

EARS & DJMS accuracy rates

Transaction throughput

Travel claim processing time

***Customer satisfaction survey
(informal)***



Disbursing Off Ship Data Analysis

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Pay Transaction Error Rates

SHIP	EARS Baseline (%)	EARS Phase II Average (%)	DJMS Baseline (%)	DJMS Phase II Average (%)	DJMS Average Monthly Transaction Count
TORTUGA	7.0 (11/29/00)	2.0	10.4 (11/29/00)	7.2	514
BONHOMME RICHARD	6.1 (11/29/00)	4.2	5.6 (11/29/00)	1.1	3644
BOXER	1.3 (5/30/00)	1.1	2.1 (5/30/00)	1.2	2225
CARTER HALL	1.0 (4/30/00)	0.5	5.1 (4/30/00)	3.0	576
GUNSTON HALL	0.0 (4/30/00)	0.5	22.9 (4/30/00)	7.1	463



Disbursing Off Ship Data Analysis

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Travel Claims Processing Times

SHIP	Average Travel Claims Per Month	Average Processing Time Before <u>Prototype</u> (days)	Average Processing Time <u>During</u> Prototype (days)	Reduction in Processing Time (%)
TORTUGA	14	14	4	71
BON HOMME RICHARD	56	5	1	80
BOXER	48	5	1	80
CARTER HALL	9	4	3	25
GUNSTON HALL	13	9	4	55
Study Average	28	7.4	2.6	62



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DJMS Transaction Error Rate Discrepancy

“Report Card” query counted recycled transactions multiple times

Caused overstated reject rates for most ships & stations

Created disparity between EARS & DJMS reports

Introduced abnormal variation in reject rates

Modified June 2000 by DFAS

DJMS and EARS more consistent

DJMS reject rate Navy-wide dropped $\approx 1\%$

BZ to Edwina Gouldlock & Tracy Hardman for quick turnover



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Travel Claim Processing Time

- ◆ ***Elapsed time significantly improved (decreased)***
...62% on average for ships in the study
- ◆ ***Improvement attributed to:***
 - ...Real-time communications ashore***
 - ...More stable work routines***
- ◆ ***Automation - IATS and DTS not viable solutions***
...Transferring travel processing ashore may avoid costly systems development work



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Required Hardware

- ◆ **Hewlett Packard (HP) Digital Sender only additional HW required**
- ◆ **Provides high speed document scan and transfer capability**
- ◆ **2 units per carrier...one in use, one backup**
- ◆ **1 unit per shore activity**
- ◆ **Cost \$6,500 - \$9,500 per ship...LAN and digital sender**

Recommend ensuring systems hardware reqs meet applicable standards and Fleet N6 approves... incorporating requirement for Disbursing Office LAN drop into IT21 architecture



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Phase II: Expansion to Multiple Ships

- ◆ ***Added USS BOXER, USS CARTER HALL, and USS GUNSTON HALL***
- ◆ ***Produced decreased transaction error rates and travel claim processing times...similar to Phase I***
- ◆ ***Two DKs supported three LSDs...Suggests workload synergies are available due to dedicated resources and higher production rates***

Status: Study complete. Phase II reduced number of DK's by 11%



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Phase III: Expansion to Include Personnel (PAPA)

- ◆ ***Determine feasibility of transferring personnel functions as well***
- ◆ ***Tool and technological improvements... NSIPS***
- ◆ ***If resources available, begin in FY01***

Submitting POM 04 issue paper



Summary

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Prototype Successful

Expand to test Personnel functions

USS HARRY S TRUMAN prototype started Jul 00

Proved Feasibility of Disbursing Off Ships

Need shore infrastructure (PC's LAN lines, etc.)

Recommend Pursuing Phase III (PAPA)